

JOB DESCRIPTION



Job title:	Retail Operations Lead – Furniture, Donations & Logistics
Department:	Retail
Responsible to:	Retail Business Manager
Grade:	M1

Job Purpose

This is a hands-on operational leadership role responsible for the smooth running and performance of the **Furniture Store, Donation Centre, and associated transport operations.**

The post holder will oversee a multi-function retail operation, ensuring it operates safely, efficiently, and profitably while delivering excellent customer service and maximising income to support St. Michael's Hospice.

The role includes responsibility for **staff and volunteer management, stock flow, logistics coordination, and fleet oversight**, ensuring high operational standards are maintained across all areas.

Main Duties and Responsibilities

Leadership & Management

- Effectively line manage Assistant Store Managers, Retail Assistants, Drivers, and volunteers, seeking support from the Retail Business Manager and HR where necessary
- Lead, motivate, and develop a high-performing team, fostering a positive and inclusive working environment
- Conduct staff appraisals, performance reviews, and ongoing development conversations
- Plan and manage staffing levels to always ensure adequate cover across the operation
- Recruit, train, and support both staff and volunteers, ensuring strong teamwork and representation of St. Michael's Hospice within the community
- Develop and manage volunteer rotas, including shop volunteers and driver schedules

Operations & Logistics

- Oversee the day-to-day running of the Furniture Store and Donation Centre, ensuring smooth and efficient operations
 - Manage the flow of stock from donation through to sale, ensuring effective coordination between the Donation Centre and shop floor
 - Maintain and oversee collection and delivery schedules, ensuring efficient route planning and vehicle utilisation
 - Work collaboratively with other Retail Managers to support wider retail operations and stock distribution
 - Take a hands-on approach to support operational needs, including occasional driving duties where required
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Transport & Fleet Management

- Coordinate and oversee the use of the hospice vehicle fleet, ensuring effective allocation and utilisation
 - Ensure all vehicles are maintained in a roadworthy condition through regular checks and servicing schedules
 - Monitor and maintain all required legal documentation including MOT, insurance, servicing, and road tax
 - Ensure all drivers (staff and volunteers) complete required vehicle checks and maintain accurate records
 - Maintain records of authorised drivers, including licence checks and compliance documentation
 - Keep accurate logs of vehicle incidents and accidents
 - Work with senior management on vehicle replacement and fleet planning
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Stock Control & Commercial Performance

- Ensure all goods are priced in line with retail policies and reflect current market trends
 - Oversee stock rotation, quality control, and compliance with relevant legislation (e.g. furniture safety standards)
 - Maintain an organised, safe, and efficient warehouse/storage environment
 - Ensure customer deliveries and collections are completed efficiently and to a high standard
 - Contribute to achieving sales targets and overall retail income performance
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Customer Experience & Community Engagement

- Ensure customers and donors are always welcomed and treated courteously
 - Promote Gift Aid (Retail Gift & Gain) to maximise income opportunities
 - Build and maintain strong relationships within the local community to encourage donations and repeat custom
 - Support local fundraising initiatives and events where required
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Premises & Compliance

- Take responsibility for the security and operation of the premises, including key holder duties
 - Maintain high standards of presentation, cleanliness, and housekeeping across all areas
 - Ensure compliance with all Health & Safety policies and relevant legislation
 - Ensure all activities meet Trading Standards, Charity Commission, and organisational requirements
 - Report any maintenance or premises issues to the Retail Business Manager
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Administration

- Maintain accurate records and complete required retail and operational reporting
 - Produce sales figures and ensure financial procedures are followed accurately
 - Ensure secure handling of cash, stock, and financial transactions
 - Maintain accurate documentation relating to transport, fleet, and compliance
 - Attend meetings as required to support effective communication and alignment across the retail function
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Communication

- Communicate effectively and professionally with colleagues, volunteers, and external stakeholders
- Escalate issues appropriately and in a timely manner
- Maintain accurate records of operational issues, risks, and actions taken
- Use relevant systems and software for reporting, communication, and record keeping
- Support communication through appropriate channels, including social media where required

Learning & Development

- Participate in appraisals and ongoing professional development
- Complete all mandatory and statutory training

General Responsibilities

- Work in line with the values, vision, and aims of St. Michael's Hospice
- Represent the organisation positively within the community
- Comply with all organisational policies and procedures
- Uphold safeguarding responsibilities, ensuring the safety and wellbeing of all individuals
- Take responsibility for personal and team health and safety
- Undertake additional duties as required, in line with the scope and level of the role

Reviewed by:	Colin Tanner, Retail Business Manager	Date:	04-2026
Signed by employee:		Date:	